

The BellSouth Change Control Process Remains Inadequate and a Barrier to the Development of Effective Competition

The existing process has delivered:

- A backlog of feature change requests that under the existing process and BellSouth's proposed changes to the process will not be cleared until 2005 even if no other change requests are submitted
 - The 2002 release schedule will leave a backlog of 63 requests at year end
 - Additionally 27 of a total of 35 Flow Through Task Force Items (which are considered regulatory mandates) have not been firmly scheduled for implementation – 9 are “targeted”, 18 simply “pending”
- The repeated implementation of defective software and a backlog of defect correction requests
 - The implementation of defect corrections has dominated the releases placed into production in 2002 – 47 through March 25
 - Release 10.3/10.3a implemented 12 defect corrections
 - Release 10.3.1 implemented 19 defect corrections
 - Release 10.3.2 implemented 2 defect corrections
 - Release 10.4 implemented 14 defect corrections
 - In its reply to Florida Exception 157, BellSouth has stated that as of March 5, 2002 there was a backlog of 38 defect change requests 15 of which had not been scheduled for implementation
 - The DOJ notes the defect ridden implementations of “TN migration” and the Parsed CSR as examples – the DOJ also notes BellSouth's failures to adhere to the CCP process in the case of these implementations including both notification guidelines and inadequate internal testing

The delays in the implementation of change requests results in increased costs for CLECs and their customers, on-going delays in the provisioning of service, and customer dissatisfaction:

- This is true regardless of the source of the change (CLEC or BellSouth)
 - Both the list of impacting delayed requests in the Supplemental Declaration ¶ 149 and the “Top 15” include BellSouth initiated requests
- The “Top 15” implementation includes changes originally submitted as long ago as 1999, and all have been pending since they were prioritized in April 2001

This vicious circle has developed because of the inadequacies of the existing process, BellSouth's failure to comply with the process and best software development processes, and the lack of an effective environment and process for CLEC pre-release testing:

- Key inadequacies include

- Inadequate scope (gateway, linkage, legacy, work centers) (systems and processes)
- Definition of “CLEC Affecting”
- Lack of implementation interval requirements for feature changes
- Unavailability of planning information to CLECs
- Excessive intervals for the correction of defects
- A hidden process that controls the actual prioritization and implementation of changes and historically provides insufficient resources
- BellSouth’s failures include
 - An exclusionary attitude toward CLEC involvement (Exception 88)
 - Missed or ignored milestones for the publication and sharing of key documentation and notifications (Exception 155)
 - An inadequate software development and testing regimen (Exception 157)
- The CAVE testing process has been demonstrated ineffective
 - Releases BellSouth knew contained defects from its internal testing have been implemented (Release 10.2)
 - CLECs using CAVE prior to the production releases implemented since its availability have not encountered the defects found in the releases following implementation (Release 10.2 and 10.3)
 - Limited, structured test scenarios/cases lack coverage of the full scope of the new release
 - Forced use of BellSouth codes to access controlled test data
 - No production release has been delayed as a result of CAVE testing

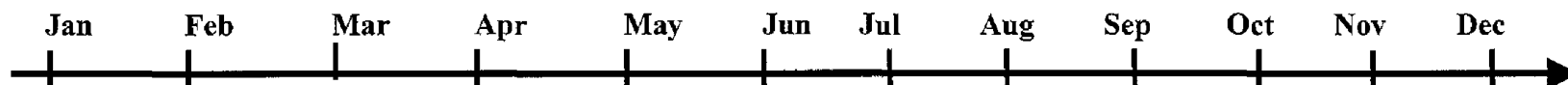
The CLEC “Red-line” and BellSouth response “Green-line” CCP Document drafts provide clear delineations of each parties proposal of how to improve the existing process:

- This “second phase” of the GAPSC “comprehensive examination of the CCP” is just now taking on substance
 - BellSouth has called for a “drafting” workshop to be held this Thursday, March 28th – CLEC offers to meet earlier were rebuffed (Supplemental Declaration ¶ 159)
 - BellSouth’s attempt before the Florida PSC¹ to depict the CLECs as having a “fluctuating position”, “in an unfair attempt to make BellSouth look unreasonable”, and as “an attempt to delay real progress for regulatory purposes”, and having an “apparent unwillingness to negotiate in good faith”, is unfounded and unsupported by the record
- The DOJ is correct in its evaluation that “resolving this issue will be difficult”, but history belies its conclusion that it “expects BellSouth to comply with whatever approach is chosen.” (DOJ pp 17-18)

¹ Post Workshop Comments of BellSouth Telecommunications, Inc. – Docket No. 960786-TL, pp 12-13.

2002

CCP Feature Release Implementation Schedule



1/5/02 Minor Release 10.3 Production (CAVE)

- Parsed CSR – (CR0369)-2
- Mechanized Line Splitting – (CR0441)-2
- New Install with No Prior Service at Location – (CR0229)- CCP Prioritized April 2001-4
- Line Splitting-Remove Edit in LMU Prohibiting CLEC from Receiving Loop Data (CR0409)-2
- Mechanized LMU Fix-LFACS/RSAG Address Mismatch Results in Neighborhood Report (CR0422)-2
- Unable to View PSO Indicator on LENS CSR (CR0459)-6
- Mechanized LMU-Inappropriate Error Message when segment number, cable and pair are omitted on reservation request (CR0527)-6
- FOCs and Notifications sent to CO FAX Number, not User FAX Number in LENS (CR0530)-6
- Can't SUP2 or SUP3 orders when "ELEVATION" field populated in LENS (CR0532)-6
- LENS does not display correct LNA options for Partial Migrations (CR0536)-6
- LENS does not allow an ESTIMATE DUE DATE for REOTYP A ACT of C (CR0537)-6
- Random numbers for a specific NPA are not available on resale change orders at times in LENS (CR0540)-6
- LEO to populate internal TC OPT field with a Y when submitted TC OPT is NO (CR0542)-6
- FBI Field Defect (CR0570)-6
- Paper Responses being returned on electronic orders (CR0571)-6
- Status (NA) only being returned on FOC (CR0573)-6



1/11/02 Maintenance Release 10.3a

- SASS/LASS/DDASS being parsed into the SASN/LASN/DDASN Fields (CR0602)-6



2/2/02 Maintenance Release 10.3.1

- Allow Electronic processing of Unbundled Universal Digital Channel(UDC) Loop Orders- (CCP FTTF)-(CR0557)-2
- Unable to view LSF Information on LENS CSR- (CR0459)-6
- Validation on TN vs Address Req Types A and E (formerly EDI1215990001)-(CR0371)-5
- Enhancements to hunting-(CR0606)-4
- Phase 1a-Order Tracking-(CR0040)-CCP Prioritized April 2001-#1-5
- Migration of UNE-P Notifications – Removal of CRIS SANO check (CR0133)-2
- LENS users unable to validate an address at a DPA location when attempting to issue a C order when the CSR has a DPA (CR0580)-6
- Parsed CSR Defect – DES field displays capitalization of first letter in the designation (CR0588)-6
- Parsed CSR Defect – YPH number is not included in the parsed listing for additional listings (CR0589)-6
- Parsed CSR Defect – LTXTY is not returned when foreign cross-reference listing is shown (CR0590) –6
- Parsed CSR Defect – When /LSC 65 is present, City is displayed in parenthesis (CR0591) –6
- Parsed CSR Defect – LNFN field is parsed with non-name data (CR0592) –6
- Parsed CSR Defect – DIRNAME is parsing with an extra space after the comma that separates city and state (CR0593) –6
- Parsed CSR Defect – LNLN does not parse correctly when spacing rules were not followed to establish listing (CR0594) –6
- Parsed CSR Defect – TL field contains part of LNFN (CR0595) –6
- Parsed CSR Defect – DES field displays capitalization of first letter in the second word of the description (CR0596) –6
- Parsed CSR Defect – The Listed Address is not parsed correctly when a street name is the same as a thoroughfare abbreviation (CR0597) –6
- Parsed CSR Defect – Multiple LTEXT is displaying as one line of text (CR0598) –6
- Parsed CSR Defect – DDALO Descriptive LOC not parsed correctly (CR0599) –6
- Parsed CSR Defect – LA is not parsed on secondary listings (CR0600) –6
- Parsed CSR Defect – MSG ID and MSG Text not being returned on successful Parse CSR queries (CR0601) –6
- TAG 7.7 Defect – Line Sharing Disconnects Requiring Cable ID to be Input (CR0608) –6
- Parsed CSR Defect - TT, ADI, YPH, NSTN and LTN are displayed on the first occurrence and are displayed in a list without the associated listing. (CR0610)-6
- Notifications for Auto-Clarifications are being formatted incorrectly (CR0612)-6
- OCN Mis-mapping for CSR retrievals in TAG (CR0626)-6

LEGEND

Underlined and Not Bold = Completed Release Cycle

Bold = Release Cycle in progress

Italicized and not Bold = Release Cycle not in progress

Feature justification are in parentheses:

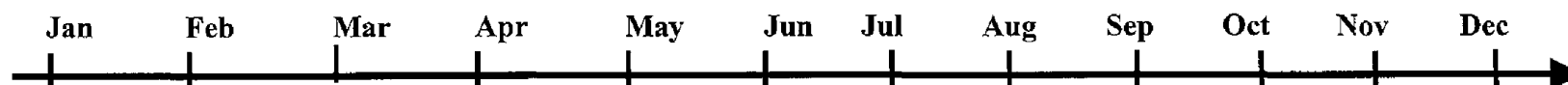
Mandates= Type 2 , Standards = Type 3, BST Initiated
CR = Type 4, CLEC Initiated CR= Type 5, Defect =
Type 6

(CAVE) = Must be tested in CAVE prior to this
date:4wks Major/2wks Minor if applicable; CLEC
Testing will begin on the Monday following CAVE
implementation

"TARGETED" - the planning work to include this
item in the indicated release is ongoing. A final
determination as to whether the item will be
included in the release has not been made. Factors
such as regulatory mandates, information
uncovered in further planning efforts, or other
unforeseen circumstances may impact whether the
item will be included in the indicated release.

2002

CCP Feature Release Implementation Schedule



2/8/02-2/9/02- Maintenance Release 10.3.2

•Fla NPA Split 561/772

•LENS/TAG miscalculation of UNE P Due Dates -(CR0520) -6

•UNE-P Due Date Defect – When line USOC is in feature field, a due date is not calculated (CR0643)-6

"TARGETED" - the planning work to include this item in the indicated release is ongoing. A final determination as to whether the item will be included in the release has not been made. Factors such as regulatory mandates, information uncovered in further planning efforts, or other unforeseen circumstances may impact whether the item will be included in the indicated release.



3/23/02-3/24/02 Minor Release 10.4 Production

•SI Enhancement for SL1, SL2, DS0, DS1 and ISDN -(CR0016)-CCP Prioritized April 2001 -5

•Flow thru Request Type CB, Act of P and Q-(CR137)-CCP Prioritized April 2001 -2,5

•Add Ability to Create New Listings in LENS-(CR0096)- CCP Prioritized April 2001-5

•Local Service Freeze-Availability for REQTY M Non-Complex (CR0657)-2

•Single C-2

•Parsed CSR - Hunting (CR0651)-5

•Phase 1b-Order Tracking-(CR0040)-CCP Prioritized April 2001 -#1-5

•Incorporation of LENS into CAVE (CR0543)-4

•Incorrect Error Message Being Sent on an Auto-clarify for a SUP (CR0611) -6

•LESOG is failing to return the new DD on FOC for all REQTYs for SUP3's (CR0620) -6

•JACK USOC does not appear on LENS summary & not submitted to LEO when ordered on REQTY E, ACT of C (CR0627) -6

•LENS is allowing users with expired passwords to enter system (CR0628) -6

•FOCs not received/status only on DSL (CR0632) -6

•Parsed CSR Defect – First DID Trunk USOC parses (CR0633) -6

•Parsed CSR Defect – Directory Delivery House Number containing a hyphen parses with hyphen (CR0634) -6

•Parsed CSR Defect – Error message displayed to the CLEC when access to record is not authorized improperly formats customer code (CR0635) -6

•Parsed CSR Defect – When directory delivery address contains initials (CR0636) -6

•Parsed CSR Defect – When caption listing encountered the YPH FID is incorrectly incorporated into caption arrangement, does not parse (CR0637) -6

•Parsed CSR Defect – Listed Name is parsed although part of caption arrangement when /DGN is part of the caption (CR0638) -6

•Parsed CSR Defect – Additional Listings that are part of indentation arrangement should not parse when "OV" or "UN" listing instruction codes used (CR0639) -6

•Parsed CSR Defect - Miscellaneous Account Numbers are parsed and displayed in the ATN field (CR0703)-6

•Missing xDSL Notifications to EDI defect (CR0658)-6

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Feature justifications are in parentheses

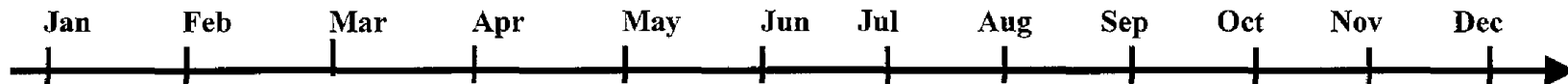
Mandates= Type 2, Standards = Type 3, BST Initiated CR = Type 4, CLEC Initiated

CR= Type 5, Defect=Type 6

(CAVE) = Must be tested in CAVE prior to this date:4wks Major/2wks Minor if applicable; CLEC Testing will begin on the Monday following CAVE implementation

2002

CCP Feature Release Implementation Schedule



TARGETED- 3/30/02 - Maintenance Release 10.4.1

- Service Order Generator defect for Call Forwarding/Busy and Don't Answer Numbers(CR0706)-6



5/18/02-5/19/02 Minor Release 10.5 Production (CAVE)

- LSRs in Q Status-Do Not Display Error Message on SUPP- CCP/FTTF -(CR 0494)-2
- Provide CFA via pre-order (formerly TAG0812990001)- (CR 0368)-CCP Prioritized April 2001 - 5
- Change Main Account Number-(CR0365)-CCP Prioritized April 2001 -5
- Extended Loops (EELS)-(CR0078)-CCP Prioritized April 2001 -2,5
- View Multiple CSR s Simultaneously-(CR0020)-CCP Prioritized April 2001 -5
- TOS Field on REQ TYP J-(CR0038)-CCP Prioritized April 2001 -4
- Remove a TN from a LENS LSR-(CR0145)-CCP Prioritized April 2001 -4
- Default the listed TN-(CR0146))-CCP Prioritized April 2001 -4
- TARGETED-Phase 2a-Order Tracking-(CR0040)-CCP Prioritized April 2001-#1-5
- RESID Validation Defect for Migration of xDSL multi-line accounts and documentation update (CR0618) -6
- Bldg-EU on xDSL Firm Order is not being mapped by SGG (CR0668) -6
- When SGG encounters an IOFileError in the File Processor, notifications are not being returned (CR0692)-6
- LENS does not display original TN in Selected Box of TN reservation screen on supp if TN is unavailable in backend systems (CR0535) -6
- EDI Mercator Software Incorrectly sending positive functional acknowledgements (CR0642) -6



7/13/02-7/14/02 Minor Release 10.6 Production

- Partial Migration of UNE Loops (REQ TYP A)-(CR0029)-CCP Prioritized April 2001-2,4
- CN Returned on Incorrect LSR Version-(CR0241)- CCP Prioritized April 2001-5
- Allow Changes in Directory Deliveries-(CR0196)-CCP Prioritized April 2001-4
- To make the RESID optional when ordering an SL1 non-designed-(CR0707)-2



11/16/02 - 11/17/02 Major Release 11.0.Production (CAVE)

- UNE to UNE Bulk Migrations-CR0215- CCP Prioritized April 2001-5
- ACT of T- CR0228-2,4
- LENS to Flow-Thru Coin LSRs-CR0492-2
- Phase 2b-Order Tracking CCP Prioritized-(CR0040)- April 2001-5

LEGEND

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Feature justifications are in parentheses:

Mandates= Type 2 , Standards = Type 3, BST Initiated CR = Type 4, CLEC

Initiated CR= Type 5, Defect = Type 6

(CAVE) = Must be tested in CAVE prior to this date:4wks Major/2wks Minor if applicable; CLEC Testing will begin on the Monday following CAVE implementation

"TARGETED" - the planning work to include this item in the indicated release is ongoing. A final determination as to whether the item will be included in the release has not been made. Factors such as regulatory mandates, information uncovered in further planning efforts, or other unforeseen circumstances may impact whether the item will be included in the indicated release.

BellSouth's Promises Have Not Reduced BellSouth's Continued Excessive Reliance Upon Manual Processing

The design and operation of BellSouth's CLEC ordering interfaces did not improve last year or yet in 2002:

- The total fallout of CLEC LSRs as a result of BellSouth system design and system error in January and February of this year is not better than at many points last year for Non-LNP orders. (See chart)
- The total fallout of CLEC LSRs as a result of BellSouth system design and system error in January and February of this year is not better than at many points last year for LNP orders. (See chart)
- In January 88,255 error free and otherwise valid electronically submitted CLEC LSRs were processed by the LCSCs through no fault of the CLEC. **This is 1 out of every 5 CLEC LSRs submitted.**
- Impact:
 - Delay
 - Error
 - Increased Cost
 - Customer Dissatisfaction

The methods and procedures at and between BellSouth's LCSCs tend to add to the impact:

- Florida Exception 110 describes the lack of adequate guidelines for call tracking and resolution at the LCSC
 - Original and amended, each with BellSouth responses
 - Three LCSCs – two “production” one “call center”
 - The service representatives at the call center LCSC must use a “Call Analysis Sheet” to record the details of their contacts with CLECs
 - The “UNE” group has an on-line form
 - The “Resale” group (which handles UNEP) uses a paper form
 - Neither the paper form or on-line form is available to service representatives in the production centers
 - If the call center representative is to make a record of the contact that will be available to the production center a duplicate and possibly triplicate entry must be made in the SOCS note screen and or the LON Order Tracker system – human nature and the reality of duplicate and triplicate data entry result in process failures
 - Process failures cause additional delay when CLEC either re-submit LSRs, or re-contact the call center

Multiple day-to-day operational escalation procedures exist and there is no higher level process to address failures of the operational processes.

- There are six groups in the Interconnection Service CLEC Care organization for AT&T to deal with on “Pre-LSR Support” – issues before a request for service is submitted, or unassociated with an LSR. One of them (CRSG) maintains an escalation process on the BellSouth web site.
- For “Post-LSR Support” seven additional groups in the Operations Customer Care and Operations organizations. Three of whom (LCSC, CWINS, and Billing) maintain an escalation process on the BellSouth web site.
- At the beginning of 2002 BellSouth disbanded the account team that had been handling AT&T’s local issues within BellSouth including escalations from AT&T concerning failures of the operational escalation processes. No group or person within BellSouth has been identified to AT&T to perform this function.

BellSouth’s troubled TN migration and Parsed CSR implementations continue to deny CLECs the ability to reduce manual processing on their side of the interfaces.

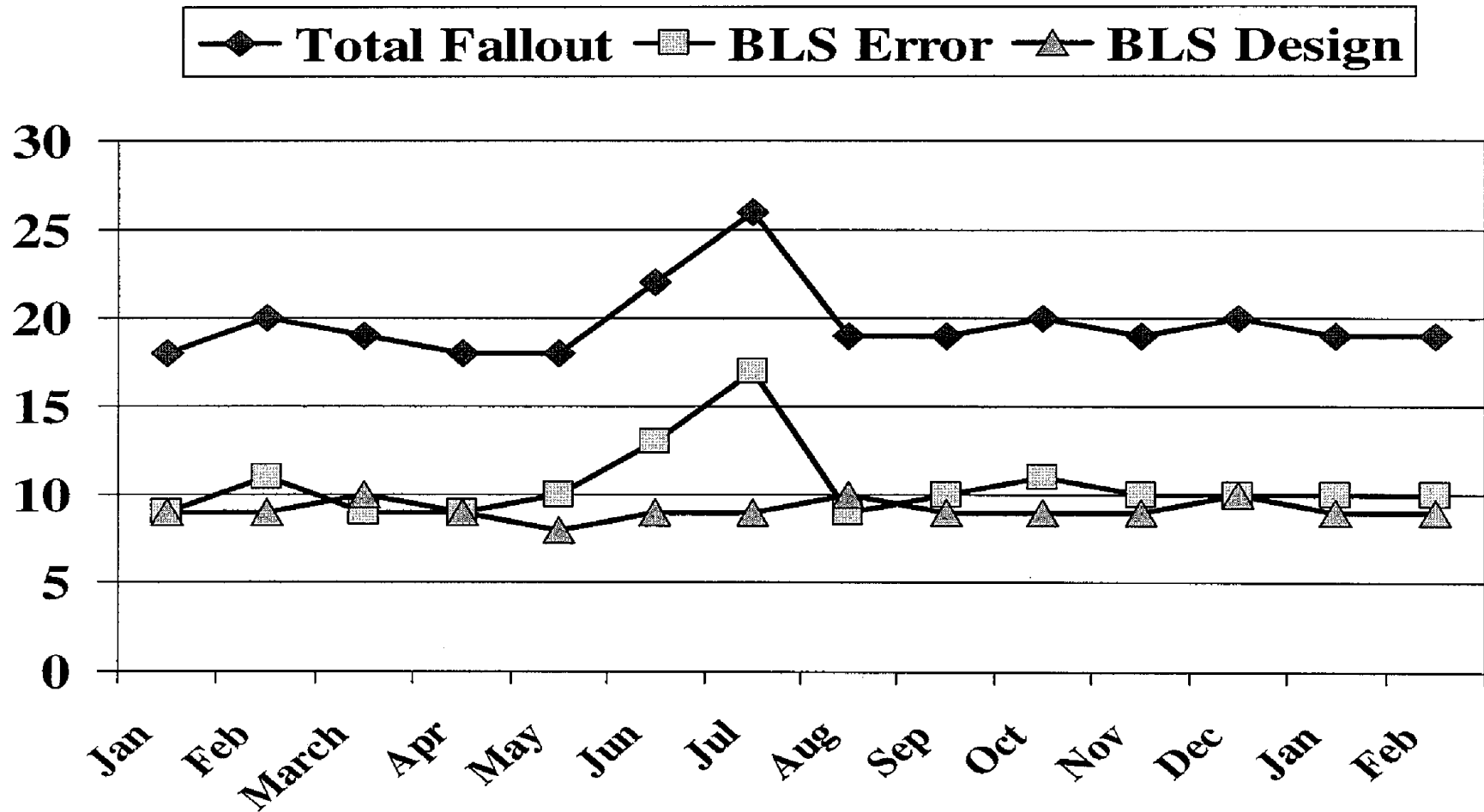
- While migration by TN and House Number appears to be working within acceptable limits, both the GAPSC and the DOJ impute to the process actually implemented more impact than is appropriate. Migration by TN and House Number has not eliminated the need to input a full address on migration LSRs as both imply. While only the house number is validated by being matched to the TN, a complete address is still required. Only implementation of MCI’s requested TN and Name migration would have eliminated the need for address input.
- Implementation of the CLECs original request for a parsed CSR has still not occurred, and it is too soon to know if BellSouth’s latest fixes have eliminated known defects.
- The Florida PSC has determined to conduct its own test of the parsed CSR.

BellSouth’s due date calculator despite numerous “corrections” over the past year still malfunctions.

- In February BellSouth’s Flow-Through Error Analysis Report shows 4,581 instances of error code 9685 “Due date could not be calculated” charged as BellSouth system errors.
- Each of these errors sends an otherwise valid order to the LCSC for manual handling.

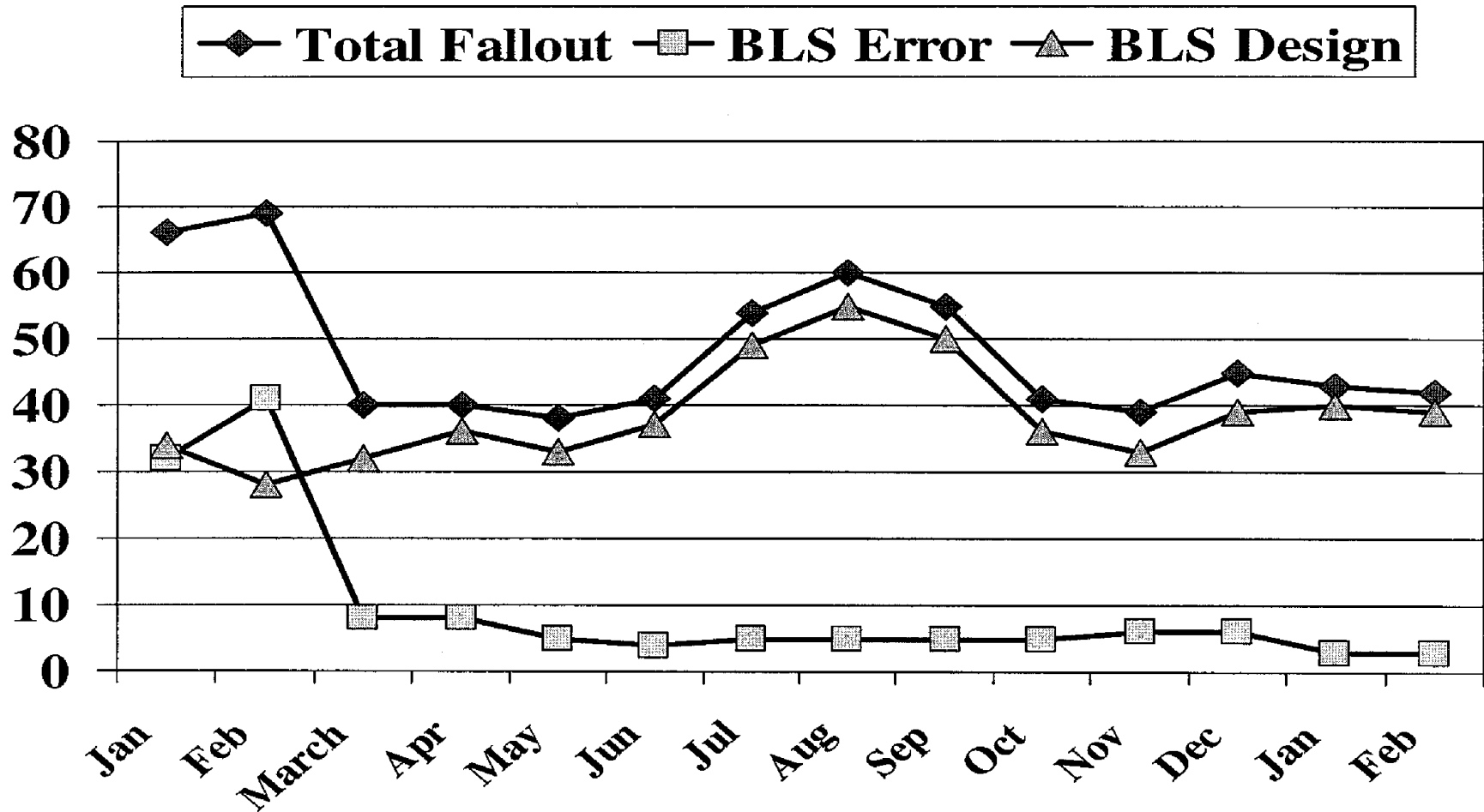
The Design and Operation of BellSouth's ALEC Ordering Interfaces Did Not Improve in 2001/02

(Non-LNP Aggregate Results - Percent)



The Design and Operation of BellSouth's ALEC Ordering Interfaces Did Not Improve in 2001/02

(LNP Results - Percent)



BellSouth has stated that all LNP data prior to March 2000 was erroneous

BELLSOUTH LOCAL SERVICE CONTACTS for AT&T

KEY	RESPONSIBILITY	TITLE	NAME	PHONE	E-MAIL	CHANGE?
	Pre-LSR Support					
	Interconnection Services CLEC Care					
CLEC Care	CLEC Care	Sales AVP	Jim Schenk	205 321-4700	James.M.Schenk@bridge.bellsouth.com	Yes
LSM	Local Support	Director	Ed Dolensky	205 321-7759	Ed.Dolensky@bridge.bellsouth.com	Yes
	Local Support	Manager	Keith Hyche	205 321-4963	Keith.Hyche@bridge.bellsouth.com	Yes
LCM	Local Contract	Director	Jan Flint	770 492-7575	Jan.Flint@bridge.bellsouth.com	No
	Local Contract	Manager	Viki Clayton	770 492-7554	Victoria.Clayton@bridge.bellsouth.com	No
	Local Contract	Manager	Mattie Gail Phillips	770 492-7783	Mattie.Phillips@bridge.bellsouth.com	No
OSS	OSS Support	Director	Jimmy Patrick	205 321-7797	Jimmy.L.Patrick@bridge.bellsouth.com	Yes
	OSS Support	Manager	Bob Parker	205 321-5014	Robert.Parker@bridge.bellsouth.com	Yes
AT	Advisory Team & User Groups	Director	Margaret Garvin	770 936-3750	Margaret.Garvin@bridge.bellsouth.com	No
	Advisory Team & User Groups	Manager	Gary Romanick	770 936-3758	Gary.Romanick1@bridge.bellsouth.com	No
Collocation	Collocation Support	Director	Shirley Flemming	205 321-4910	Shirley.E.Flemming@bridge.bellsouth.com	No
	Collocation Support	Manager	Verndale Bolton	205 321-3409	Verndale.Bolton1@bridge.bellsouth.com	No
CRSG*	Complex Resale/UNE Service Group	Director	Tony Fowler	205 321-7791	Tony.Fowler1@bridge.bellsouth.com	Yes
	Complex Resale/UNE Service Group	Manager	Kate DeLoach	205 321-7739	Kate.DeLoach1@bridge.bellsouth.com	Yes
	<i>*The CRSG maintains guidelines and escalation info at the following web address:</i>				http://www.interconnection.bellsouth.com/centers/html/crsg.html	
	Post-LSR Support					
	Operations Customer Care					
Customer Care	Customer Care	AVP	Janet Miller-Fields	205 714-0252	Janet.M.Fields@bridge.bellsouth.com	No
CSM	Customer Support	Director	Marilyn Hyman	404 927-3577	Marilyn.Hyman4@bridge.bellsouth.com	No
	Customer Support	Manager	Michele Paladino	404 927-3682	Michele.Paladino@bridge.bellsouth.com	No
Project Manager	Project Management	Director	Ann Tarawneh	205-714-0700	Ann.Tarawneh@bridge.bellsouth.com	No
	Project Management	Manager	Lea Wulff	404 541-4185	Lea.Wulff@bellsouth.com	No
	Project Management	Manager	Mark Harrell	404 541-4190	Mark.C.Harrell@bridge.bellsouth.com	No
Operations						
	<i>Contacts and Escalation information are maintained at:</i>			http://interconnection.bellsouth.com/centers/index.html		
LCSC Call Center	Local Carrier Service Center					No
CWINS	Customer Wholesale Interconnection Newtork Services					No

BRMC (UNE-P Maint.	BellSouth Resale Maintenance Center					No
Billing	Interconnection Billing			http://www.interconnection.bellsouth.com/forms/html/billing&collections.html		
LISC	Local Interconnection Service Center		1 800 482-1675			No

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Atlanta LCSC "Normal Hours" Escalation Contact Numbers

Select a Customer Support Center

ACAC, CWINS, CNMS, CRSG, etc...

Atlanta LCSC "Normal Hours" of Operation and "After Hours" Escalation Contact Numbers

(Click the link above to view)

Atlanta LCSC Consumer Resale/Multi-Line/UNE Switched Combos

Escalation Level	Contact	Special Instructions
1st Level: Main Telephone Number 800-872-3116		Select appropriate ACD option to be transferred to Service Representative
2nd Level: Main Telephone Number 800-872-3116		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour.
3rd Level: 904-541-8223	Kar Mcleod Center Director	
4th Level: 904-541-8200	Mark Butterworth Operations Assistant Vice-President	

Atlanta LCSC UNE/LNP

Escalation Level	Contact	Special Instructions
1st Level: Main Telephone Number 800-872-3116		Select appropriate ACD option to be transferred to Service Representative
2nd Level: Main Telephone Number 800-872-3116		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
3rd Level: 904-541-8216	David Pugh Center Director	

4th Level: 904-541-8200	Mark Butterworth Operations Assistant Vice- President	
Atlanta LCSC Complex		
Escalation Level	Contact	Special Instructions
1st Level: Main Telephone Number 800-872-3116		Select appropriate ACD option to be transferred to Service Representative
2nd Level: Main Telephone Number 800-872-3116		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
3rd Level: 770-986-2176	Lisa Arrington Operations Director	
4th Level: 770-986-2630	Diane Strickland Operations Assistant Vice- President	

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Birmingham LCSC "Normal Hours" Escalation Contact Numbers

Select a Customer Support Center

ACAC, CWINS, CNMS, CRSG, etc...

Birmingham LCSC "Normal Hours" of Operation and "After Hours" Contacts

(Click the link above to view)

Birmingham LCSC Residential Resale

Escalation Level	Contact	Special Instructions
1st Level: Main Telephone Number 800-773-4967		Select appropriate ACD option to be transferred to Service Representative
2nd Level: Main Telephone Number 800-773-4967		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
3rd Level: 904-541-8223	Kar Mcleod Center Director	
4th Level: 904-541-8200	Mark Butterworth Operations Assistant Vice-President	

Birmingham LCSC Business Resale

Escalation Level	Contact	Special Instructions
1st Level: Main Telephone Number 800-773-4967		Select appropriate ACD option to be transferred to Service Representative
2nd Level: Main Telephone Number 800-773-4967		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
3rd Level: 904-541-8223	Kar Mcleod Center Director	
4th Level: 904-541-8200	Mark Butterworth Operations	

	Assistant Vice-President	
Birmingham LCSC UNE/LNP		
Escalation Level	Contact	Special Instructions
1st Level: Main Telephone Number 800-773-4967		Select appropriate ACD option to be transferred to Service Representative
2nd Level: Main Telephone Number 800-773-4967		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
3rd Level: 205-714-0158	Diane Myers Operations Director	
4th Level: 205-714-0020	Bill Thrasher Operations Assistant Vice-President	
Birmingham LCSC Complex		
Escalation Level	Contact	Special Instructions
1st Level: Main Telephone Number 800-773-4967		Select appropriate ACD option to be transferred to Service Representative
2nd Level: Main Telephone Number 800-773-4967		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
3rd Level: 205-714-0093	Bill Castleberry Operations Director	
4th Level: 205-714-0020	Bill Thrasher Operations Assistant Vice-President	

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CLEC Care Escalation Procedures

Local Service/Products Escalations

Local Service/Products	Level of Escalation	Refer To
Pre-Order UNE/Resale/ UNE-P	1 st	1-800-511-6555 or Assigned Local Support Manager
Pre-Order UNE/Resale/ UNE-P	2 nd	Local Support Director Ed Dolensky 205-321-7759
Pre-Order UNE/Resale/ UNE-P	3 rd	Assistant Vice President James Schenk 205-321-4700
Post Order	All	http://www.interconnection.bellsouth.com/contact/index.html

Local Contract Escalations

Local Contract Issues	Level of Escalation	Refer To
Local Contract Issues	1 st	Local Contract Manager

Local Contract Issues	2nd	Local Contract Directors Van Cooper, 205-321-7766 Bill French, 205-321-4970 Jan Flint 770-492-7575
Local Contract Issues	3rd	Assistant Vice President James Schenk 205-321-4700
Post Order	All	http://www.interconnection.bellsouth.com/contact/index.html

Local Service products include Local Interconnection, i.e., Collocation, Unbundled Network Elements (UNEs), and Simple Resale (i.e., 1FR, 1FB, etc.) and Associated Vertical Services.

As indicated above, we've separated Local Support and Local Contract Support to encompass the following:

Local Support will focus on pre-order, day-to-day activities, and requests related to all Local Products.

Local Contract Support will focus on pre-order interpretation of existing InterConnection Agreements and Policy Issues.

Procedures and contacts for BellSouth's Operations Support Systems, Local Trunking, and Center Management will remain as it is.


Collocation Escalations		
Collocation Issues	Level of Escalation	Refer To
Collocation Issues	1st	Customer's Account Team Collocation Coordinator or "backup"
Collocation Issues	2nd	Sales Support Director – Collocation Shirley Fleming 205-321-4910
Collocation Issues	3rd	Assistant Vice President

	James Schenk
	205-321-4700

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CWINS Location and Hours

Select a Customer Support Center

ACAC, CWINS, CNMS, CRSG, etc...

Hours of Operation:

The CWINS provides maintenance support 24 hours/day, 7 days/week and is open for provisioning of design function Monday through Friday from 8:00AM to 5:00 PM local time. Non-design services are provisioned Monday through Saturday from 8:00 AM to 5:00PM local time.

Center Locations:

Fleming Island CWINS

BLDG #1 - 1ST FL
2000 Town Center Blvd
Orange Park, FL 32043

Birmingham CWINS

600 N 19th St
Birmingham, AL 35203

Atlanta CWINS

BLDG 2200 & 2300
2435 & 2445 Commerce Ave
Duluth, GA 30096

See the appropriate escalation list below to obtain phone numbers.

Escalation Lists:

Atlanta:

Provisioning - Unbundled Network Elements Center (UNEC)

Provisioning - Resale

Maintenance - Customer Wholesale Interconnection Network Services (CWINS)

CWINS Non Designed Mtc

Birmingham:

Provisioning - Customer - Wholesale Interconnection Network Services (CWINS)

Maintenance -Customer Wholesale Interconnection Network Services (CWINS)

Fleming Island:

Provisioning - FLEMING ISLAND CWINS Center

Maintenance - Fleming Island CWINS Center (UNE Trouble Loops Only)

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Complex Resale/UNE Order Escalation Procedures

Select an Account Team 

ATT, MCI, Sprint, BellSouth Corporate, etc...

First Level of Escalation	CRSG team member assigned to PON
Second Level of Escalation	<p>Customer Care Advocate January: Anthony Hood (205) 321-2991 Anthony.Hood@bridge.bellsouth.com February: Chris Patrick (205) 321-3602 Christopher.Patrick@bellsouth.com March: Alan Simpson (205) 321-4912 Alan.Simpson@bellsouth.com April: Timothy Hopkins (205) 321-2252 Timothy.Hopkins@bridge.bellsouth.com May: Elizabeth Dunn (205) 321-7728 Elizabeth.Dunn@bellsouth.com June: Jennifer Ragland (205) 321-2317 Jennifer.Ragland@bridge.bellsouth.com July: Maia Fountain (205) 321-4924 Maia.Fountain@bellsouth.com August: Christy Curtis (205) 321-7714 Christy.Curtis@bridge.bellsouth.com September: Robin Hicks (205) 321-8503 Robin.Hicks@bridge.bellsouth.com</p>
Third Level of Escalation	<p>Industrial Specialist II Terri Cobb (205) 321-7745 Terri.Cobb@bridge.bellsouth.com</p>
Fourth Level	Sales Support Managers

of Escalation	Kate Deloach (205) 321-7739 Kate.Deloach1@bridge.bellsouth.com Martin Houston (205) 321-4923 Martin.Houston@bellsouth.com
Fifth Level Sales of Escalation	Sales Support Director Tony Fowler (205) 321-7791 Tony.Fowler1@bridge.bellsouth.com

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